

DISCUSSION

The Citywide Volunteer Program was created in 1995 to work with volunteer managers and supervisors in all city departments to build volunteer programs, and support those already existing. (See attached table.) A City Volunteer Manager's Manual was prepared which provides citywide policies and procedures for volunteer recruitment, training and recognition. Volunteer management training is made available periodically to volunteer managers in all city departments.

The Citywide Volunteer Program also assists departments in volunteer recruitment through the development and distribution of over 10,000 Volunteer Opportunities brochures and bulletins each year to branch libraries, recreation centers, senior centers, high schools, colleges, military, and other organizations. Current volunteer opportunities information is provided on the City of San Diego Volunteer Program Web Page, which includes an e-mail application, as well as through the City's Just Call system, which includes a fax option. Volunteer Program staff participate in high school and college career fairs and other special events to recruit volunteers.

Volunteer Recognition

Volunteer recognition is important in retaining volunteers. Last year, the City Council honored city volunteers by declaring the month of April 2002 "City of San Diego Volunteer Month," which coincided with National Volunteer Week (April 21-27). A resolution declaring April 2003 "City of San Diego Volunteer Month" is being proposed again this year. Additionally, many city departments hold their volunteer recognition lunch or dinner events during April.

For the past four years, the Citywide Volunteer Program, in partnership with Volunteer San Diego and the Central Balboa Park Association, has been able to arrange for the donation of 5,000 free passes to Balboa Park museums, the Zoo, and other local attractions. These passes were distributed to City of San Diego and Volunteer San Diego volunteers. For the past two years, the Padres and Kobey Swap Meet donated 3,000 tickets and passes each for volunteers. These organizations will again be participating in this year's City of San Diego Volunteer Month.

Respectfully submitted,

Jon Dunchack
Special Projects Director

Approved: Bruce Herring
Deputy City Manager

DUNCHACK/JLM

Attachment: Fiscal Year Summary of Department Volunteer Programs

City of San Diego Citywide Volunteer Program
FISCAL YEAR SUMMARY OF DEPARTMENT VOLUNTEER PROGRAMS^{1 2}

September 21, 2001

DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
AUDITOR	" Support Services	3	1	4	1,635	152	712
CITY ATTORNEY	" Criminal Division	76	95	68	8,365	11,797	10,050
	" Civil Division	14	7	11	6,892	3,136	3,664
	" Law Library	<u>2</u>	<u>2</u>	<u>8</u>	<u>105</u>	<u>25</u>	<u>51</u>
	Total	92	104	87	15,362	14,958	13,765
CITY CLERK	" Records Management and Information Division	28	16	8	7,220	4,273	2,831
COMMUNITY AND ECONOMIC DEVELOPMENT	' Economic Development						
	- Enterprise Zone Program	1	--	--	1,242	--	--
	- <i>Business Impr .Districts (15)</i>	154	250	228	18,240	12,000	10,944
	- <i>Small Business Advisory Bd.</i>	8	9	9	384	225	245
	- <i>Enterprise Community Advisory Board</i>	17	16	--	612	320	--
	- <i>Project Area Committees</i>	83	83	--	4,395	4,395	--
	- <i>Tourism Support Rev. Panel</i>	--	5	9	--	108	175
	- <i>Citizens Review Committee</i>	--	12	--	--	360	--
	- <i>Barrier Removal Subcommittee</i>	--	10	--	--	220	--
	- <i>EMTEK II Advisory Board</i>	--	--	24	--	--	384
	- <i>EMTEK I Loan Committee</i>	--	--	6	--	--	24
	" Community Services						
	- <i>Weed & Seed Advisory Bd.</i>	<u>16</u>	<u>19</u>	<u>16</u>	<u>1,179</u>	<u>224</u>	<u>290</u>
	Total	279	404	292	26,052	17,832	12,062

DEVELOPMENT REVIEW	" Information & Application Services	39	34	25	12,180	4,410	2,640
DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
ENGINEERING AND CAPITAL PROJECTS	<ul style="list-style-type: none"> ' Contract Services - Citizens Equal Opportunity Commission - Citizens Oversight Committee - Public Works Advisory Cmte ' Field Engineering ' Transportation & Drainage Design; Public Buildings & Parks; Field Engineering - MEGA Construction Project Oversight Committee - Consultant Nominating Committee <u>9</u> Total 	<ul style="list-style-type: none"> 5 -- -- -- -- 15 46 <u>9</u> 75 	<ul style="list-style-type: none"> 5 -- -- -- 1 -- -- <u>9</u> 15 	<ul style="list-style-type: none"> 7 12 30 5 -- -- -- <u>13</u> 67 	<ul style="list-style-type: none"> 120 -- -- -- -- 224 825 <u>670</u> 1,839 	<ul style="list-style-type: none"> 120 -- -- --- -- 160 -- <u>550</u> 830 	<ul style="list-style-type: none"> 100 612 560 144 -- -- -- <u>610</u> 2,026
ENVIRONMENTAL SERVICES	<ul style="list-style-type: none"> ' Landfill Outreach Team " Environmental Programs - Waste Management Advisory Board - Managers Committee on Waste Reduction <u>9</u> Total 	<ul style="list-style-type: none"> 205 22 6 <u>9</u> 242 	<ul style="list-style-type: none"> 129 25 6 -- 160 	<ul style="list-style-type: none"> 101 -- -- -- 101 	<ul style="list-style-type: none"> 702 71 48 <u>189</u> 1,010 	<ul style="list-style-type: none"> 387 72 -- -- 465 	<ul style="list-style-type: none"> 707 -- -- -- 707
FIRE AND LIFE SAFETY	<ul style="list-style-type: none"> ' Fire Hazard & Prevention ' Training & Education ' Maintenance & Material <u>--</u> Total 	<ul style="list-style-type: none"> 22 302 -- 324 	<ul style="list-style-type: none"> 23 198 7 218 	<ul style="list-style-type: none"> 4 37 -- 41 	<ul style="list-style-type: none"> 4,026 8,095 -- 12,121 	<ul style="list-style-type: none"> 3,419 8,626 408 12,453 	<ul style="list-style-type: none"> 2,466 1,480 -- 3,946

HOUSING COMMISSION	" Residents Services - <i>SD Housing Commission Board</i> - <i>Loan Committee</i> - <i>Housing Development Partners</i> Total	55 7 7 <u>7</u> 76	18 7 7 <u>7</u> 39	32 7 7 <u>7</u> 53	3,580 672 273 <u>56</u> 4,581	1,142 504 136 <u>112</u> 1,894	4,247 420 126 <u>126</u> 4,919
DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
LIBRARY	' Central/Branch Libraries - <i>Friends of Libraries</i> - <i>Board of Library Commissioners</i> ' READ/San Diego Literacy - <i>Friends of READ/San Diego</i> Total	1,469 612 7 670 <u>65</u> 2,823	1,374 612 7 653 <u>63</u> 2,709	1,187 612 7 690 <u>66</u> 2,562	59,152 24,545 168 47,779 <u>1,916</u> 133,560	63,249 27,000 252 49,050 <u>1,751</u> 141,302	37,106 27,000 252 52,529 <u>2,278</u> 119,165
MANAGER	" Community Service Centers " <i>Citizens' Review Board on Police Practices</i> - <i>Citizens' Advisory Board on Police/Community Relations</i> " Human Relations Commission - <i>Human Relations Commission Board</i> Total	15 23 15 19 <u>20</u> 92	33 23 15 29 <u>32</u> 113	17 26 15 15 <u>15</u> 155	1,085 5,520 -- 376 <u>2,180</u> 9,161	865 3,680 0 1,260 <u>2,312</u> 8,117	1,910 6,240 0 717 <u>301</u> 9,168

METROPOLITAN WASTEWATER	' Administration						
	- Metro Oversight Committee	--	7	8	--	496	496
	- Metro Commission			15	--	--	278
	- Cost of Service Study	--	--	15	--	--	337
	- Canyon Sewer Main TF	--	--	28	--	--	2,100
	' Metro Beach Clean Up	--	--	120	--	--	240
	' Operations & Maintenance	442	329	0	2,054	1,002	0
	- Wastewater Collection						
	Advisory Committee	2	2	0	6	6	0
	- Program Oversight Committee	10	10	10	112	112	112
	- South Bay Community						
NEIGHBORHOOD CODE COMPLIANCE	Advisory Committee	15	15	0	260	260	0
	- South Bay Business Plan						
	Advisory Committee	<u>12</u>	<u>12</u>	<u>0</u>	<u>200</u>	<u>200</u>	<u>0</u>
	Total	481	375	196	2,632	2,076	3,563
DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
NEIGHBORHOOD CODE COMPLIANCE	' Code Compliance	248	230	251	7,720	5,496	3,276
	" Graffiti Control	381	836	536	1,489	3,295	2,973
	" Vacant Properties Program						
	- Vacant Properties Team	<u>6</u>	<u>--</u>	<u>--</u>	<u>48</u>	<u>--</u>	<u>--</u>
	Total	635	1,066	787	9,257	8,791	6,249
OPTIMIZATION AND ORGANIZATION EFFECTIVENESS	" Optimization Program						
	- Advisory Panel	7	7	5	250	250	100
	" Organization Effectiveness	<u>--</u>	<u>1</u>	<u>--</u>	<u>--</u>	<u>73</u>	<u>--</u>
	Total	7	8	5	250	323	100

PARK AND RECREATION	Recreation Centers & Parks; Open Space & Regional Parks; Playgrounds; Pools; Golf Courses; Disabled Services; Senior Services <i>- Recreation Councils, Advisory Committees, Foundations</i> <i>- Park and Recreation Board</i> Total	19,648 5,399 <u>11</u> 25,058	21,353 5,727 <u>11</u> 25,386	17,830 3,500 <u>11</u> 21,341	198,126 18,353 <u>264</u> 216,543	195,794 44,115 <u>330</u> 240,239	194,465 29,067 <u>550</u> 224,082
PLANNING	" Long Range Community Planning <i>-Community Planners Cmte</i> <i>- Planning Groups (41)</i> <i>- Planning Commission</i> <i>- Historical Site Board</i> <i>- La Jolla Shores Adv. Board</i> <i>- Old SD Design Review Bd</i> Total	-- 620 7 -- -- <u>--</u> 627	-- 635 7 15 7 <u>8</u> 672	22 663 7 15 5 <u>5</u> 717	-- 27,900 672 -- -- -- <u>--</u> 28,572	-- 27,500 672 1,800 336 <u>336</u> 30,644	440 29,612 228 2,050 70 <u>43</u> 32,443
DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01

POLICE	" RSVP	494	495	510	125,476	127,877	137,190
	" VIP	370	380	277	45,830	48,914	42,841
	" Crisis Intervention	64	73	86	5,784	6,747	8,925
	" Police Reserves	47	31	26	16,122	18,121	11,347
	" Emergency Management	59	61	11	2,680	2,200	0
	" Language Interpreters	<u>62</u>	<u>62</u>	<u>65</u>	<u>584</u>	<u>300</u>	<u>1,248</u>
	Sub Total	1,096	1,102	975	196,476	204,159	201,551
	" STAR/PAL Youth Program	359	460	569	4,715	5,098	7,852
	-Board of Directors/Cmtes	--	40	50	--	800	1,200
	" Police Cadet Program	45	60	60	5,340	7,340	7,340
	" School Safety Patrol Program	<u>2,200</u>	<u>2,200</u>	<u>2,200</u>	<u>396,000</u>	<u>396,000</u>	<u>396,000</u>
	Total	3,700	3,862	3,854	602,531	613,397	613,943
REAL ESTATE ASSETS	" Information Management	1	1	--	115	252	--
RETIREMENT	" Retirement						
	-Board of Directors	--	--	4	--	--	192
	-Heath Advisory Committee	--	--	<u>2</u>	--	--	<u>96</u>
				6			288
RISK MANAGEMENT	" Workers Comp, Employee Benefits, Admin., Safety	10	6	46	1,576	1,572	900
SAN DIEGO REDISTRICTING COMMISSION	" Redistricting Commission	--	--	7	--	--	492

DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
SPECIAL PROGRAMS	" Citywide Volunteer Program	1	1	1	48	45	38
	" Commission for Arts & Culture	8	17	8	140	3,040	2,760
	- <i>Advisory Committees</i>	130	305	259	4,780	4,246	2,881
	" Convention Center Expansion	1	--	--	750	--	--
	" Special Projects						
	- <i>East Village Homeless Redevelopment Committee</i>	--	--	44	--	--	324
	- <i>Needle Exchange Task Force</i>	<u>--</u>	<u>--</u>	<u>6</u>	<u>--</u>	<u>--</u>	<u>312</u>
		140	323	318	5,718	7,331	6,315
TECHNOLOGY SERVICES	" Cable TV	5	3	4	460	350	440
	" Communications	1	--	--	76	--	--
	" GIS	<u>--</u>	<u>--</u>	<u>1</u>	<u>--</u>	<u>--</u>	<u>260</u>
	Total	6	3	5	536	350	700
TRANSPORTATION	' Disabled Parking Enforcement	37	35	38	10,572	10,675	7,364
	" Streets Division/Urban Forestry	2,000	1,877	2209	6,000	3,754	4419
	- <i>Tree Advisory Board</i>	<u>--</u>	<u>15</u>	<u>15</u>	<u>--</u>	<u>900</u>	<u>940</u>
	Total	2,037	1,927	2,262	16,572	16,572	12,723
TREASURER	" Business Tax	1	--	--	648	--	--

WATER	" Capital Improvements Program - MidCity Pipeline Mitigation Monitoring Team -Miramar Water Treatment Prj Community Advisory Cmte " Operations - Lake Murray - Friends of Lake Murray " Management Services - Water Citizens Advisory Board Total	-- -- 24 10 50 16 <u>10</u> 110	-- -- 3 -- 50 -- <u>10</u> 63	30 9 8 118 50 50 <u>10</u> 225	-- -- 6,494 225 240 2,681 <u>60</u> 9,700	-- -- 198 -- 240 -- <u>210</u> 648	180 90 1,440 290 240 -- <u>310</u> 2,550
DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
	<i>TOTAL Boards/Commissions</i>	7,388	8,056	5,911	114,687	137,064	120,216
	<i>TOTAL All Other Volunteers</i>	29,497	29,450	27,253	1,004,569	990,529	955,945
	GRAND TOTAL	36,885	37,506	33,164	1,119,256	1,127,593	1,076,161

1. A dash ("–") indicates either that no volunteers worked in the program during that year, or that volunteer statistics were not maintained, were not available, or were not reported.

2. Volunteer hours for citizen advisory boards, commissions, committees, etc. are estimated by multiplying the number of members by the average duration of meetings by the number of meetings per year.